

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268-0001

ANNUAL COMPLIANCE REVIEW, 2021

Docket No. ACR2021

**REVISED RESPONSE OF THE UNITED STATES POSTAL SERVICE TO
QUESTION 19.b OF CHAIRMAN'S INFORMATION REQUEST NO. 1 -- ERRATA**

The United States Postal Service hereby provides a corrected link in its response to question 19.b of Chairman's Information Request No. 1, issued on January 10, 2022. The only changes to the previous response filed on January 18, 2022 are in part b (to replace the link information), but for convenience, the entire revised response to question 19 is reproduced in the attachment. The question is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE

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19. The Postal Service states that service performance in FY 2021 was negatively affected by network disruptions caused by natural disasters and extreme weather events. *Id.* at 49-50.

- a. Please identify and describe all such network disruptions impacting service performance in FY 2021.
- b. For each network disruption listed in response to question a.:
 - i. Please provide a detailed description of the event, including the timing of the event and the geographic area affected.
 - ii. Please explain how such event disrupted the Postal Service's network (*i.e.*, which processing phases were impacted and how they were impacted).
 - iii. Please identify the impact that such event had on the Postal Service's service performance in FY 2021. For each impact identified, please provide quantitative support and identify the metric(s) used. If quantitative support is unavailable for an identified impact, please so state, explain why it is unavailable, and provide qualitative analysis in support of the identified impact.
- c. Please identify any Postal Service efforts to mitigate the effects of natural disasters and weather events on service performance for Market Dominant products during FY 2021 and explain in detail how these efforts impacted on-time service performance results.
- d. For each impact identified in response to part c. of this question, please provide quantitative support and identify the metric(s) used. If quantitative support is unavailable for an identified impact, please so state, explain why it is unavailable, and provide qualitative analysis in support of the identified impact.
- e. Please explain in detail how the Postal Service plans to mitigate the impact of natural disasters and weather events on service performance for Market Dominant products in FY 2022.
- f. Please discuss the impact that any plans identified in response to part e. of this question are expected to have on the FY 2022 on-time service performance results for Market Dominant products.
- g. Please explain how the Postal Service plans to monitor the efficacy of its plans identified in response to part e. of this question during FY 2022 and identify the metric(s) that will be used.

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RESPONSE:

a. Operational disruptions can occur with or without notice on an almost daily basis. These disruptions can, on occasion, impact the Postal Service's primary mission of delivering the nation's mail. As indicated on page 50 of the ACR, service performance was very likely impacted by several weather events in FY 2021, including Winter Storm Gail in December 2020 and Winter Storms Uri and Viola in February 2021.

b.

i. Detailed records of service disruptions are available at

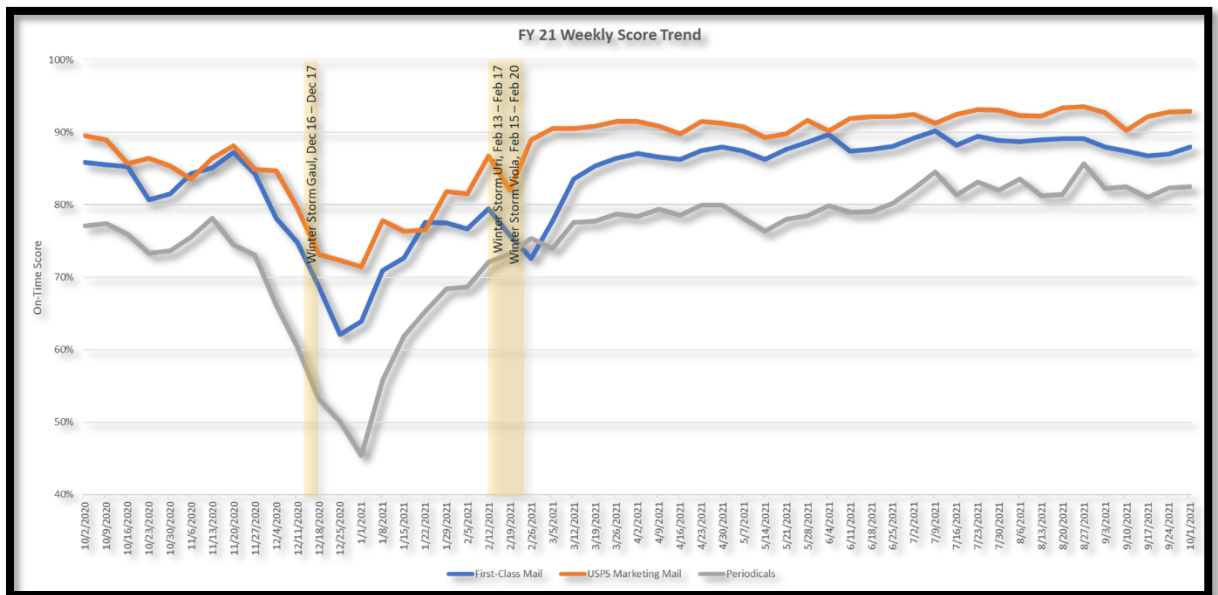
https://postalpro.usps.com/industryoutreach/alert_and_notices

On this page, in the blue font, there are archives for 2021 and 2020 Industry Alerts by month. They are organized by calendar year, so to match up with FY 2021, it would be necessary to select October-December 2020 and January-September 2021.

ii. Please see the response to part b.i.

iii. The Postal Service is unable to determine exact impacts to service scores caused by the events identified, but the trend chart below depicts weekly service trends for Market Dominant products for FY 2021 and when the events noted in the above response to Question 19.a. occurred.

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- c. Continuity of Operations (COOP) planning has become a necessary and required process. The mail processing COOP plan focuses on the facility's ability to process mail during emergencies. The plan is a deliberate and preplanned movement of mail to an alternate facility to enable the continuation of essential mail processing functions. The plan includes the preparation of alternate reporting sites for employees, identified offload sites for mail processing by mail type, and specific procedures to be followed so that critical mail processing operations can be maintained in the event of any emergency, or threat of an emergency. Although the Postal Service has plans in place for emergency situations, there are so many moving parts that virtually every phase of mail processing can be impacted during an emergency.

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- d. The Postal Service is unable to determine exact impacts to service scores caused by the events identified.
- e. The Postal Service aims to ensure the safety of all employees and the public, protection of postal assets, and security of the mail. The Postal Service's Corporate Energy Interface Resiliency Tool provides information to ensure the protection of Postal Service employees and assets in anticipation of disastrous weather events. Facilities can be searched by address to access information about whether the facility is susceptible to sea level rise, flooding, and storm surge. Additionally, the tool provides data on facility assets, such as the number and type of equipment, number and type of vehicles, and the number of employees. This information provides critical planning information for operations in advance of a dangerous or disastrous weather pattern. Operations can use the data to determine if equipment needs to be removed or precautions put in place to minimize loss. This effort should also minimize service performance impacts from unforeseen events.
- f. The plans identified are expected to minimize the length of time in disruptions to Operations and ensure the safety of our people and our resources.
- g. An After-Actions meeting is held with cross functional managers at the local and national level, depending on the extent and impact of the disruption. The meeting examines the action(s) taken during the disruption and determines potential changes to improve any process(es) moving forward.